

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### ELECTROGRAFICS INTL

Delaware Valley Industrial Resource Center

#### Drafting Support Helps Maintain Sales At Electrografics

##### Client Profile:

Electrografics International Corporation designs and manufactures a complete line of electronic enclosures and solid state, thermoelectric air conditioners designed to protect personal computers and other types of industrial control equipment from harsh environments. Located in Warminster, Pennsylvania, the company employs less than 20 people.

##### Situation:

Electrografics International Corporation (Electrografics) has a complete line of thermal-electric coolers. The company wanted to help its customers design and install Electrografics' coolers into their own equipment, but needed accurate documentation of major product features for use in sales materials and on the website. In addition, the company needed updated sheet metal drawings to decrease fabrication errors. Electrografics was also looking to have its products easily represented on its website for its customers use. With limited CAD capabilities and an overextended design team, Electrografics required drafting support to generate a complete drafting package of its product line, and also required some solid models to be used on its website. The company contacted the Delaware Valley Industrial Resource Center (DVIRC), a NIST MEP network affiliate, for assistance.

##### Solution:

DVIRC's Product Development Center (PDC) took a two-step approach to help Electrografics develop the documentation needed for its customers and suppliers. In the first step, PDC generated solid models, envelope, and cutout drawings for the customers, providing information customers need to start designing Electrografics coolers directly into their products. Now, Electrografics is able to supply its customers with solid models of the different configurations that can be dropped into the customer's design. In addition, for customers not using solid modeling, detailed envelope drawings with cutout information allowed the coolers to be incorporated into the customer's 2-D drawings. As a second step, PDC completed the solid models and drawing packages for the various models, providing Electrografics with detailed drawings that better represent its needs to fabricators. The models and drawing packages also give Electrografics the ability to quickly modify the design for "special" jobs for customers.

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**Results:**

Received a complete fabrication drawing package and customer envelope drawings for the cooler product line.

Improved customer service.

Included graphical and technical information on the company website.

Increased sales by \$30,000.

Retained \$30,000 in sales.

Saved \$10,000 in labor costs.

**Testimonial:**

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